

MEAB Meeting January 28, 2019

1. 9:00	Call to order <ul style="list-style-type: none">• Roll Call• Establish quorum	Mike Fisher, Julie Tessler Co-Chairs
2. 9:05	Open Comment	Public
3. 9:20	Approve Previous Minutes	Mike Fisher, Julie Tessler Co-Chairs
4. 9:25	Legislative Agenda + Discussion	Ashley Berliner
5. 10:10	Open Enrollment presentation	Cass Madison
6. 10:25	MEAB retreat	Cass/Julie/Mike/Zack
7. 10:50	HCAU application	Etiane George
8. 11:00	DVHA Budget	Cory Gustafson, DVHA Commissioner
9. 11:20	Commissioner's Report	Cory Gustafson, DVHA Commissioner
10. 11:40	Q&A for Commissioner	MEAB
11. 11:55	Review action steps	Mike Fisher, Julie Tessler Co-Chairs
12. 12:00	Adjourn	Mike Fisher, Julie Tessler Co-Chairs

2019 DVHA Legislative Agenda

*Addie Strumolo
Health Care Director*

Medicaid Housekeeping Bill

- ▶ Eliminate statutory provision in the Navigator statute that requires navigators to assist in the establishment of cafeteria plans. (33 VSA § 1807)
- ▶ Reassign responsibility for the chiropractic and physical therapy services utilization impact report to the GMCB in conjunction with QHP issuers (Act 7 2018 Special Session)
- ▶ Correct drafting errors in the Medicaid Data Confidentiality Statute (33 V.S.A. §1902a)

Vermont Health Connect

Open Enrollment 2019

Open Enrollment

A period of time when most Vermonters can sign up for, make changes to, or renew their Qualified Health Plans (QHP) for the coming year.

*November 1
through
December 15*

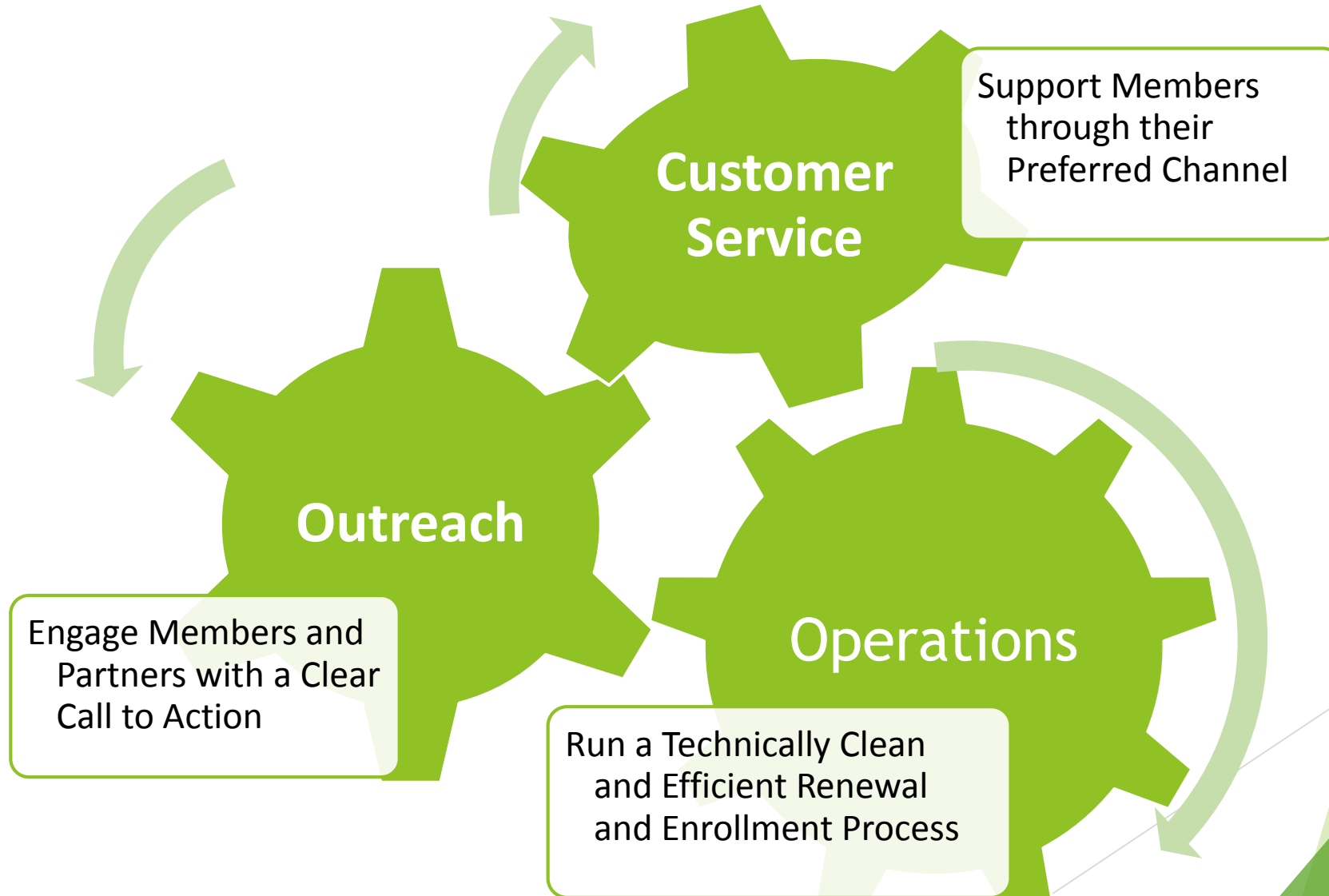
VS.

Special Enrollment Period

The time outside of Open Enrollment when Vermonters can sign up for QHPs. Certain life events qualify you for a 60-day Special Enrollment Period.



Open Enrollment 2019: Three Key Objectives



OPEN ENROLLMENT IS HERE!
COMPARE PLANS TODAY & SAVE \$1,000s IN 2019

This is Not the Year to Auto-Renew. Call or Log-in Today.

Big changes are coming in 2019. First, most members will receive over \$1,200 more in financial help. Second, premiums for silver plans are increasing much more than other plans. Together, these changes mean that most members can save a lot of money by switching plans.

But which plan will offer the best value?

That's where the Plan Comparison Tool comes in.

The screenshot shows the Vermont Health Connect website's Plan Comparison Tool. It displays a table of health plans with columns for Plan Name, Plan Type, and Monthly Cost Estimate. The table lists three plans: 'Vermont Health Connect Silver Plan', 'Vermont Health Connect Gold Plan', and 'Vermont Health Connect Platinum Plan'. The monthly cost estimates are \$1,000, \$1,079, and \$1,084, respectively.

Plan Name	Plan Type	Monthly Cost Estimate
Vermont Health Connect Silver Plan	Silver	\$1,000
Vermont Health Connect Gold Plan	Gold	\$1,079
Vermont Health Connect Platinum Plan	Platinum	\$1,084

Available at VermontHealthConnect.gov, the 2019 Plan Comparison Tool estimates your financial help and which plans will have the lowest total costs.

Questions? Call us at 1-855-899-9600!



Operations

Three components of a technically clean and efficient renewal and enrollment process

Ready on Day
1

- 1. Ensure 2018 members can see their 2019 plans and benefits from the first day of open enrollment
- *Key Step:* Automated renewal with Federal Data Services Hub (mid-October)
- *2019 Result:* 99.3% success rate (97.8% last year, 91.5% two years ago). **Goal Achieved.**

Cover
Vermonters

- 2. Ensure members can access care on January 1st
- *Key Step* - Run VHC-Carrier enrollment integration (mid-November)
- *2019 Result:* 99% success rate (best year yet). **Goal Achieved.**

Support
Changes

- 3. Ensure the system can process members' changes
- *Key Step* -Run business process to enable members to make 2019 changes (January 1st)
- *2019 Result:* ~100% success rate (similar to last year). **Goal Achieved.**

Outreach

Three key audiences, three key messages

Existing members

- *Primary focus:* Silver enrollees >200% FPL. Gold/platinum enrollees <200% FPL.
- *Key message:* This is NOT the year to auto-renew. Call or log-in today.
- *2019 Results:* Comparison shopping hits all-time high. **Goal Achieved.**
More members change plans than ever before, but many stay put. [More research needed.](#)

Potential applicants

- *Primary focus:* Former Medicaid and QHP members and applicants.
- *Key message:* Most members can find 2019 plans for less than last year - or anytime in last five years.
- *2019 Results:* More new enrollees than last year. **Goal Achieved.**
2018 survey indicates some income-eligible VTers might be uninsured. [More research needed.](#)

Community partners

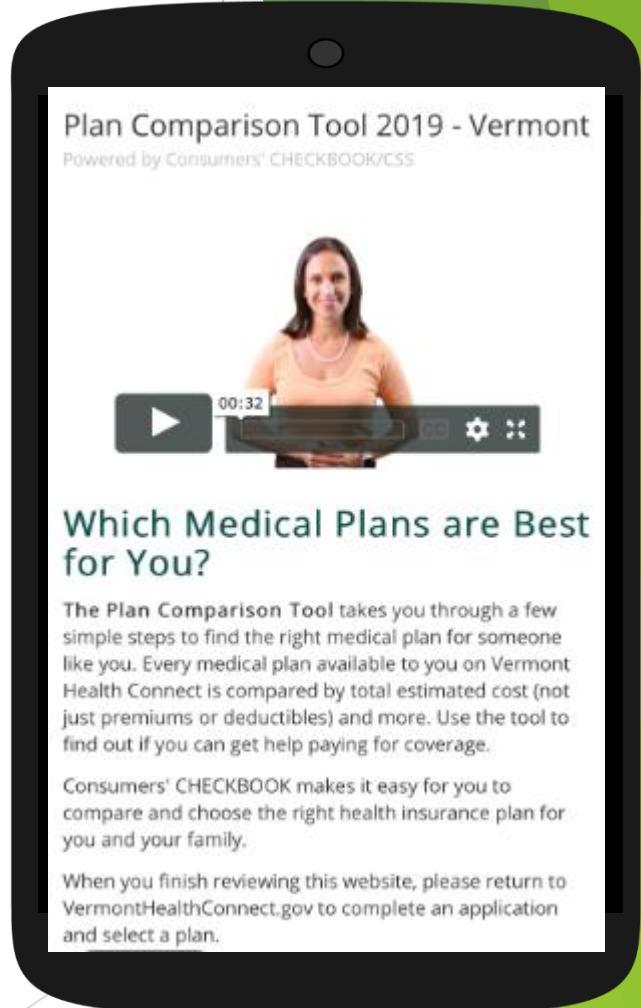
- *Primary focus:* Organizations most likely to interact with uninsured populations.
- *Key message:* Help us spread the above messages.
- *2019 Results:* Dozens of organizations spread posters, newsletter articles, social media and Front Porch Forum posts, real-life and online events, and more.

Vermonters heeded the call

Plan Comparison Tool visits increased 62% over 2018. Visitors stayed longer.

Plan Comparison Tool traffic OEP 2018 vs. 2019

	Users	Sessions	Avg. Time
2018 OEP	14,520	23,683	6m18s
2019 OEP	20,175	38,319	7m43s
Change	+39%	+62%	+22%



Oct. 15 - Dec. 15, 2017 vs. 2018.

Customer Service

Three channels to sign up or request changes

Online

- *Goal: 10% increase in online uptake, 99.9% system availability, <2 second average page load*
- 2019 Results: In December, 57% of applications came via online self-service option and ~11,000 members logged into their online accounts, both all-time highs. 100% availability throughout Open Enrollment and <1.5 second average page load. **Goals achieved.**



By phone

- *Service Level Agreement: Answer 75% of calls within 24 seconds*
- 2019 Results: Failed to maintain necessary staffing levels and answered less than one-third of calls within 24 seconds. **Service level missed.** Offered callbacks and allowed Vermonters to complete 2019 requests after December 15.



In person

- *Goal: Offer in-person assistance throughout the entire state*
- 2019 Results: Nearly 300 Assisters across the state, on par with last year and far more than previous years. **Goal achieved.**



Follow-up

Steps to advance customer service and health insurance literacy

Call Center

- Return to meeting service level agreements
- Ensure proper back-up

Reflective Plans

- Work with insurance carrier partners to ensure unsubsidized members understand option to transfer to reflective silver plans mid-year

Insurance Literacy

- Analyze December 2018 survey and direct outreach to better understand what helped members understand plan selection and where improvement is needed
- If appropriate, develop supplemental plan selection resources



MEAB Retreat Summary and Update

*Julie Tessler
Michael Fisher
Cass Madison
Zack Goss*

**Medicaid and Exchange
Advisory Board (MEAB)**

1/28/19

Agenda

- ▶ Review the purpose of the MEAB retreat
- ▶ Update MEAB on what has been done
- ▶ Discuss next action steps

Update MEAB on what has been done

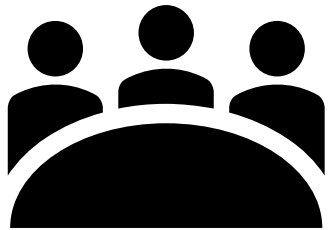
1. 10/22/18
MEAB Retreat

2. 11/26/18
MEAB Retreat
Summary
Distribution

3. 12/6/18
MEAB New Member
packet created

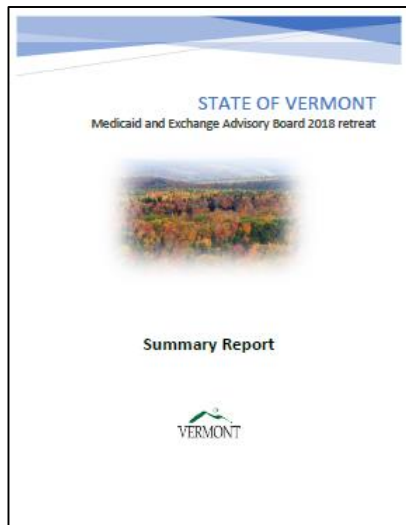
4. 12/21/18 MEAB
Retreat Planning
Committee Meeting

5. 1/28/19
Implementation of
processes



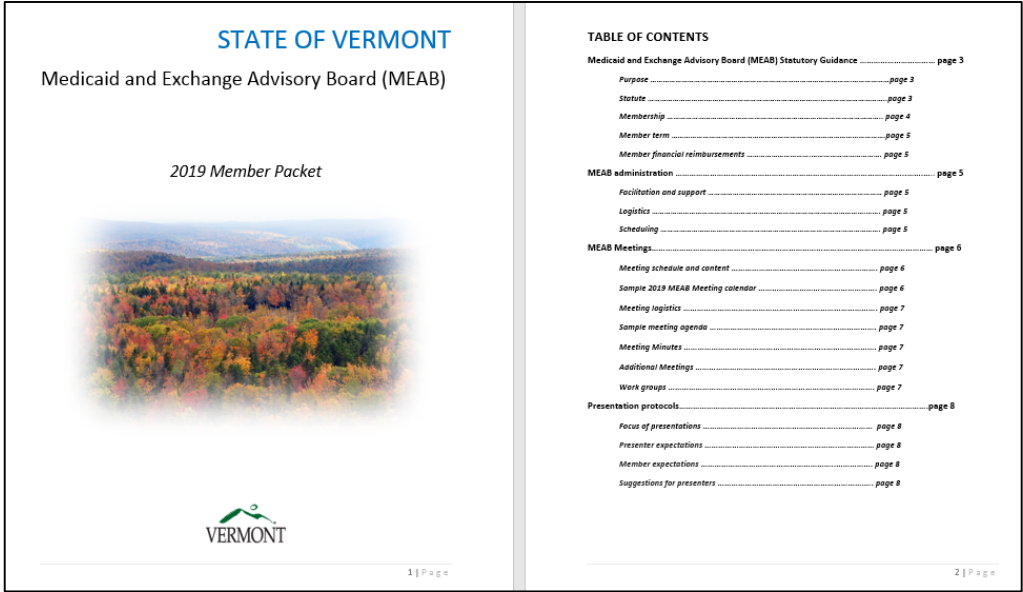
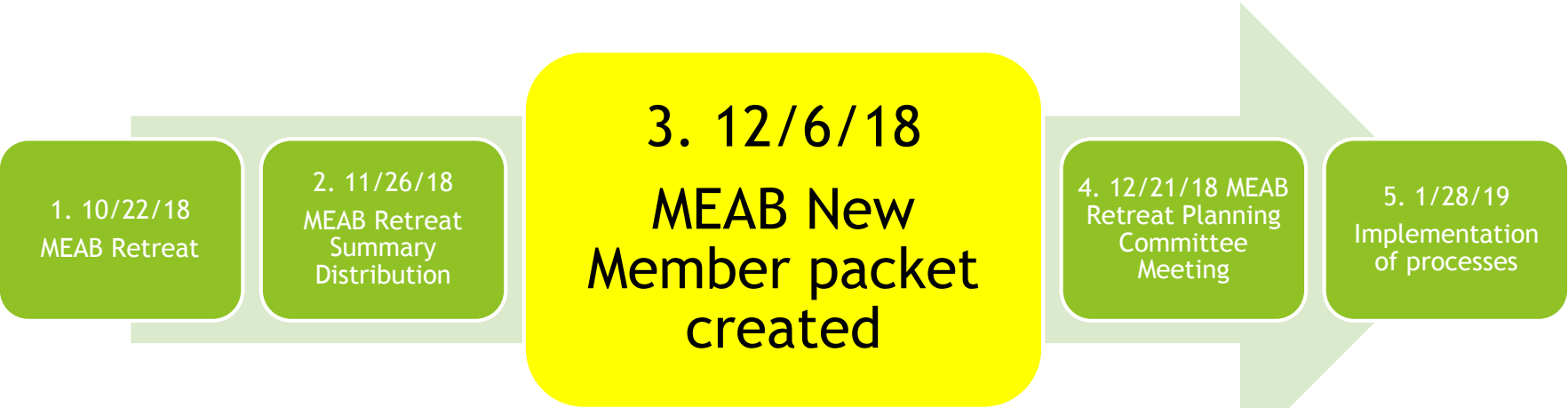
- **Agenda setting**
- **Use of work groups**
- **Information and resource supports for MEAB members**
- **Communication protocols**
- *Inter-department priorities*
- *Mission*
- *MEAB priorities*

Update MEAB on what has been done

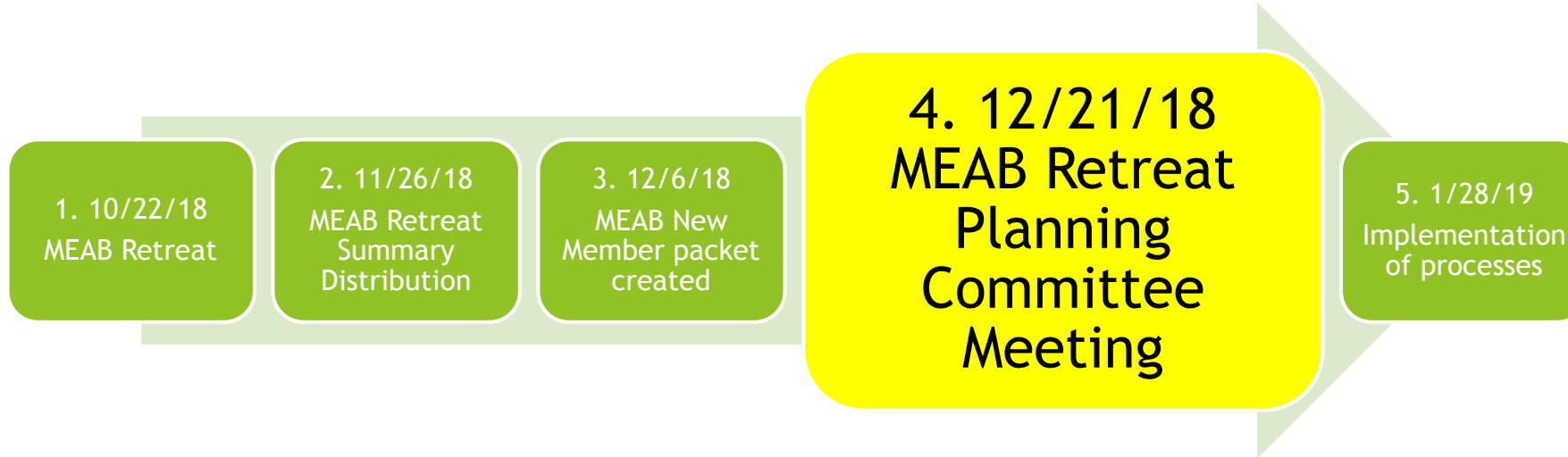


- Synthesizes retreat results
- Aggregates information
- Does not make recommendations

Update MEAB on what has been done

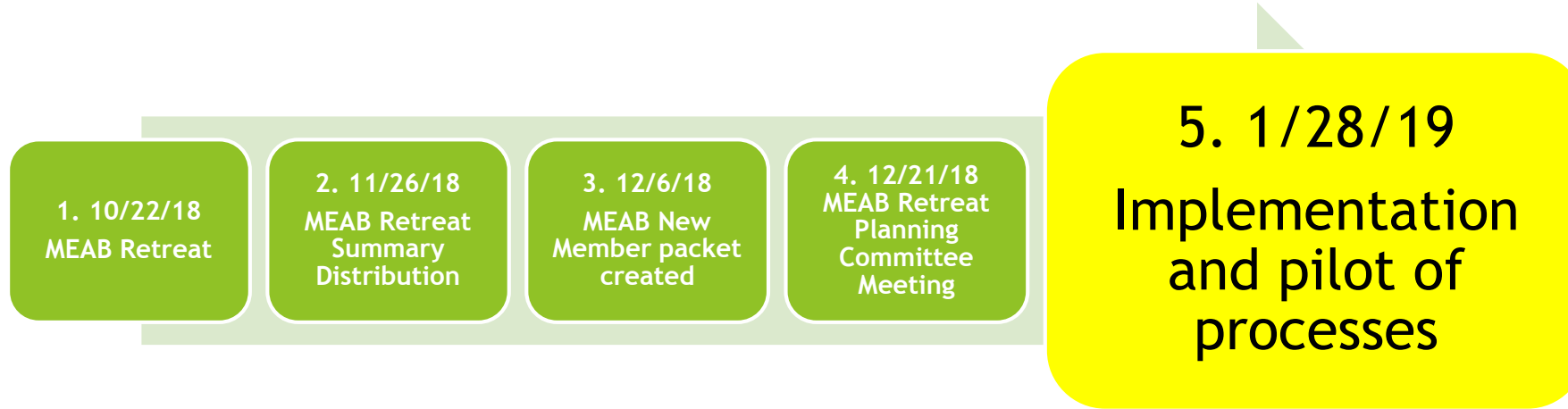


Update MEAB on what has been done



- Review process suggestions from retreat
- Provide feedback and edits
- Clarify desired processes
- Plan to implement effective January 2019

Update MEAB on what has been done



Comprehensive agenda setting process

- Agenda distributed at least 1 week prior to meeting
- Agenda look ahead period
- Opportunity to add items to agenda

Presentation templates

- Discussion presentations
- Informational presentations

Pilot new member packet

Action items

- ▶ Step 1: Execute Agenda Process
- ▶ Step 2: Pilot presentation templates
- ▶ Step 3: New Member Packet Review
 - ▶ Agendas
 - ▶ Presentations
- ▶ Step 4: Revisit at April 2019 MEAB meeting to determine effectiveness

Discussion

- ▶ Additional feedback on retreat?
- ▶ Recommendations for specific work groups
- ▶ Does it seem like this is moving in the right direction?
- ▶ Is there need for further dialogue?

Healthcare Application Usability

Medicaid and Exchange
Advisory Board (MEAB)

28/January/2019

*Etiane George
VHC Customer Service Center Director*

Agenda

- ▶ Introduction to Healthcare Application Usability
- ▶ Agree on how MEAB would like to provide feedback

Introduction to Healthcare Application Usability

- ▶ 1 of 5 current Integrated Eligibility and Enrollment products
- ▶ Consolidate (3) Health Care Applications into a single, streamlined application and implement by April 1, 2019:
 - ▶ 205IFA - Application for Health Coverage and Paying Costs
 - ▶ 202MED - Health Care Programs Application
 - ▶ 202LTC - Application for Choices for Care Long-Term Care
- ▶ Vision
 - ▶ Single healthcare application
 - ▶ Easy to complete
 - ▶ Collects the right information the first time
 - ▶ Reduces data entry time for staff

Reason for presenting to the MEAB

- ▶ Focusing on user experience
- ▶ We need your feedback

Healthcare Application Usability relevant information

- ▶ Prototype application review
- ▶ Hardcopy today
- ▶ Decide the best way to provide feedback
 - ▶ February meeting
 - ▶ Phone conference
 - ▶ Email/mail
 - ▶ Small review meeting in February (focus group)